

Health Advantage

Phau Ntawv Qhia Txog Wisconsin Medicaid Supplemental Security Income (SSI) Managed Care Program



Dane County

Puas muaj lus nug dabtsi? Thov hu rau tus xovtooj dawb (800) 291-2002
(Español and Hmong translated)

Department of Health and Family Services
Division of Health Care Financing

Yog koj muaj ib tus neeg saibxyuas koj, thov pab muab cov ntaub ntawv no rau nws, lossis hu rau nws paub tias cov ntaub ntawv tseemceeb no tuaj txog lawm.

[English]

For help to translate or understand this document, please call 1-800-291-2002.

[Español]

Si necesita ayuda para traducir o entender este texto, por favor llame al teléfono 1-800-291-2002.

[Russian]

Если вам не всё понятно в этом документе, позвоните по телефону 1-800-291-2002.

[Hmong]

Yog xav tau kev pab txhais cov ntaub ntawv no kom totaub, hu rau 1-800-291-2002.

[Laotian]

ເຜື່ອຊ່ວຍໃນການແປ ທລິເຂົ້າໃຈເມື່ອຫາໃນນີ້, ກະທຸນາໂທນະສັບຫາ
1-800-291-2002.

[Hearing Impaired]

For help to understand this document, please call TDD/TTY 1-800-291-2002.

Vim li cas thiaj muaj SSI Managed Care nyob hauv Wisconsin?

Koj kev noj qab haus huv tseemceeb heev li. Wisconsin Medicaid Supplemental Security Income (SSI) Managed Care Program yog ib txojkev pabcuam kho mob Medicaid rau cov uas tau SSI. Tejzaum koj kuj muaj feem mus koom rau txoj kev pabcuam noj qab haus huv nyob hauv Dane County uas hu ua Health Advantage thiab. Qhov no yog ib hom kev pabcuam noj qab haus huv nyob hauv zejzos uas yuav pab tau ntau yam txog koj kev khomob thiab lwm yam kev pabcuam uas koj xav tau. Hom kev pabcuam no xam tias koj muaj ib feem sib nrawg nroos nyob rau hauv kev txiatxim siab txog koj kev noj qab haus huv thiab lwm yam kev pabcuam hauv zej zos uas koj xav tau.

Cov pab tibneeg uas tau SSI hauv qab no yuav tau txais kev pabcuam hauv Health Advantage, xam cov muaj hnubnyoog 19 xyoos los yog tshaj saud uas yog:

- Cov puas tes puas taw
- Cov puas siab puas ntsws lossis quav dej quav cawv quav yeeb quav tshuaj
- Cov laus

Phau ntawv no yuav:

- Pab koj ntsuam seb koj puas tsimnyog nkag ua ib tus tswv cuab rau hauv Health Advantage.
- Qhia koj txog txoj kev sibkoomtes rau kev pabcuam txog kev noj qab haus huv tshiaab no.



- Qhia seb koj yuav mus thov kev pabcuam li cas.
- Pab tswvyim qhia txog koj kev txiavtxim siab.

Qhia Txog Health Advantage Ntxiv Rau Kuv

Health Advantage yog ib qhov kev sibkoomtes ntawm cov koomhaum hauv zej zos uas tau los koom uas ke nrhiav kev pab cuam kho mob nkeeg los pab koj kom nyob tau ib leeg tsis zwm rau leej twg. Health Advantage tau txais kev koomtes los ntawm ntau qhov chaw thiab yuav pab nrhiav tej kev pabcuam zoo kom tsimnyog li koj xav tau. Health Advantage pab qhia tau tej xwm tshiab tshiab rau koj sub koj thiaj paub txiavtxim siab txog tej kev pabcuam thiab kev noj qab haus huv uas koj xav tau.

Kuv Ua Puas Tau Tswvcuab Rau Hauv Health Advantage?



Koj puas tau txais Supplemental Security Income (SSI) lossis Medicaid-related SSI?

Koj puas muaj daim "Forward" ntawv zoo li daim no ?

Koj yuav ua tau ib tus tswvcuab hauv Health Advantage yog tias koj:

- Nyob hauv Dane County
- Muaj hnubnyoog 19 xyoos los yog tshaj saud



Hu Rau Tus Enrollment Specialist Hnub No! [Suab/TDD/TTY] (800) 291-2002

- Muaj daim "Forward" ntawv thiab tau Medicaid thiab Supplemental Security Income (SSI) lossis tau SSI-related Medicaid vim muaj tej yam pab tsis tau tus kheej raws li lub Disability Determination Bureau tau txiav txim.

Muaj qee yam uas **koj yuav ua tsis tau tswvcuab** rau hauv Health Advantage. Koj **yuav ua tsis tau tswvcuab** yog tias koj:

- Tseem nyob rau hauv ib lub tsev ceevxwm (institution) lossis tsev laus, lossis
- Tseem tau txais kev pabcuam los ntawm Home and Community Waiver Program hu ua CIP lossis COP-W.
- Tsis meej pem.

Kuv Nkag Ua Tswvcuab Rau Hauv Health Advantage Puas Tau?

Tsab ntawv uas nyob hauv koj cov ntawv yuav qhia seb koj nkag puas tau. Yog koj tsis tshua ntseeg, hu rau tus **Enrollment Specialist** hauv **1-800-291-2002**.

Cov neeg uas tau txais phau ntawv no feem coob yeej ua tau tswvcuab rau hauv Health Advantage mus txais lawv tej kev pabcuam hauv Medicaid.

Koj xav tawm tsis ua tswvcuab lub sijhawm twg los tau yog tias koj:

- Muaj daim ntawv Medicare thiab Medicaid uake, lossis
- Nyob rau hauv Medicaid Purchase Plan (MAPP).

Yog koj tsis nkag ua tswvcuab rau hauv Health Advantage, koj yeej tseem tau kev pab li qub uas yog them raws li siv (fee-for-service) Medicaid.



Cov kev pab ntawm kev nkag ua tswvcuab rau hauv

Health Advantage yog dab tsi?

Health Advantage yuav saibxyuas koj tej kev khomob kom zoo li zoo tau thiab yuav hloov kev pabcuam kom raws li tej koj xav tau. Health Advantage yuav qhia tej xwm txog kev noj qab haus huv, kev pab tswvyim, thiab cobqhia txhua yam pab koj kev txiavtxim siab txog koj kev noj qab haus huv. Lawv yuav pab koj nrhiav cov kws khomob thiab cov saib sab kev noj qab haus huv uas zoo rau koj. Koj yeej tseem tau kev pabcuam zoo ib yam li uas koj tau los ntawm Medicaid xwsli:

- Kev mus ntsib kws khomob thiab pw hauv tsev khomob
- Kev tshuaj qhovmuag thiab txiav tsom iav qhov muag
- Kev khomob uas tuaj ib pliag xwb thiab khomob ti tes ti taw
- Tshuaj noj
- Kev pab kho puas siab puas ntsws tsis hais Community Support Program thiab kev pabcuam los ntawm Targeted Case Management
- Khoom siv khomob
- Kev quav dej quav cawv quav yeeb quav tshuaj
- Kho hniam
- Kev pab xyab cev thiab pab kom rov ua taus haujlwm
- Kev pab kom nyob tau hauv vaj hauv tsev
- Kev pab rov xyaum hais lus, hnov lus, thiab txawj nrog tau luag tham
- Kev pab nrhiav neeg tuaj tu hauv tsev thaum tsis taus



Thaum koj nkag ua tswvcuab rau Health Advantage lawm, koj yuav tau txais:

- Kev ntsuamxyuas txog koj tej kev khomob thiab lwm yam kev pabcaum uas koj xav tau hauv zejzos.
- Tsim ib txoj kev pab kom koj tau txais tej kev khomob thiab lwm yam kev pabcuam uas koj xav tau hauv zejzos.
- Health Care Coordination los pab leg dejnum rau koj kev khomob txhua yam.
- Tsis tau them tus nqi pab them (co-payments) rau kev khomob thiab yuav cov tshuaj noj uas nyob hauv kev pab.
- Health Advantage ua tus leg nrhiav tsheb thauj mus los rau cov caijnyoog teem mus tshuaj mob raws li Medicaid ib txwm pab.
- Pab nrhiav tus kws khomob, lub tsev khomob, lossis tus kws kho hniv uas nyob ze koj.
- Pab nrhiav cov kev pabcuam noj qab haus huv kom haum koj.

Health Care Coordination Yog Dab Tsi?

Health Care Coordination yog ib qhov kev pab los ntawm kev rub koj tus kws kho mob, tus kws kho mob tshwjxeeb, thiab cov koomhaum pab pejxeem hauv zejzos los koomtes uake. Health Care Coordination pab cov tibneeg uas muaj kev mobnkeeg tshwjxeeb nrhiav tej kev pabcuam uas zoo tshaj plaws rau lawv.



Koj yuav tau ib tus Health Care Coordinator uas tau txais kev kawm txaus lawm los pab nrhiav txoj hauv kev pabcuam kom zoo li zoo tau rau koj.

Koomtes nrog koj, tus Health Care Coordinator yuav:

- Nrog koj sib tham kom totaub koj kev xav tau txog kev noj qab haus huv.
- Tsim ib txoj kev pab uas phim koj kev xav tau thiab kev nyiam. Uake, neb thiaj yuav paub tias kev pabcuam zoo li cas thiaj zoo rau koj tshaj.
- Pab xa koj mus ntsib cov kws khomob tshwjxeeb thiab lwm qhov kev pabcuam.
- Nrhiav tsheb thauj koj mus los rau tej caijnyoog koj mus tshuaj mob.
- Pab koj teem caijnyoog mus ntsib kws khomob yog koj xav tau kev pab.
- Pab leg koj kev pabcuam khomob nrog lwm yam kev pabcuam uas koj xav tau thiab xav siv, xws li tuamnroog tej kev pabcuam rau cov neeg txomnyem, kev pabcuam them nqi vaj nqi tsev, lossis kev pab saib kev noj qab haus huv.



Qhov txawv ntawm Medicaid thiab Managed Care Program yog li cas tiag?

Medicaid (Fee-For-Service) (Them Raws Li Siv)	Health Advantage
Koj yuav ntsib cov kws khomob thiab cov tsev khomob twg los tau tsuav yog lawv kam txais yuav Medicaid xwb.	Koj yuav tsum ntsib cov kws khomob thiab cov tsev khomob uas zwm rau Health Advantage xwb. Thov saib cov npe hauv nploog 20.
Tejzaum kuj nyuaj uas yuav nrhiav tau cov kws khomob kam txais yuav Medicaid.	Health Advantage yuav pab koj nrhiav cov kws khomob uas koj xav tau.
Tejzaum koj kuj tsis muaj thawj tus kws khomob lossis tus tu neeg mob uas pab ceev koj kev noj qab haus huv tagnrho.	Koj xaiv ib tus kws khomob lossis tus tu neeg mob uas yuav ceev koj tej kev noj qab haus huv tagnho. Tus no yog koj thawj tus kws kho mob .
Koj tsis tas yuav kom koj tus kws khomob xa koj mus ntsib cov kws khomob tshwjxeeb.	Tej zaum koj tus kws khomob yuav tau xa koj mus ntsib lwm tus kws khomob tshwjxeeb.
Yog koj tus kws khomob tsis khoom rau yav tsausntuj lossis ob hnub so (weekends), koj yuav tau mus nrhiav dua lwm tus kws khomob pab koj.	Yog koj tus kws khomob tsis khoom rau yav tsausntuj lossis ob hnub so (weekends), Health Advantage tus xovtooq qhib 24 teev yuav nrhiav kev pab rau koj.
Tejzaum koj yuav tau them tus nqi pab them (co-payment) rau tej yam kev khomob.	Cov nkag ua tswvcuab tsis tau them tus nqi pab them (co-payment) rau cov kev khohmob uas kam them.
Koj yog tus nrhiav tej kev pabcuam rau koj kev khomob.	Care Coordinators yuav soj ntsuam koj tej kev mob nkeeg tas ces yuav tsim txoj kev pab uas haum koj. Lawv yuav pab nrhiav tej kev pabcuam kho mob nkeeg uas koj xav tau thiab xa koj mus rau lwm qhov kev pabcuam.
Koj yuav tau mus rau hauv county mus txais cov kev pabcuam Community Support Program (CSP) thiab Targeted Case Management rau kev kho puas siab puas ntsws.	Community Support Program (CSP) thiab kev pabcuam los ntawm Targeted Case Management yog Health Advantage ua tus pab tas nrho rau koj kev pabcuam noj qab haus huv thiab puas siab puas ntsws.



Kuv tsimnyog paub dabtsi uantej kuv nkag mus ua tswvcuab rau hauv Health Advantage?

Nug koj cov saib sab kev noj qab haus huv seb lawv puas zwm rau hauv Health Advantage. Koj cov saib sab kev noj qab haus huv yog koj:

- Thawj tus kws khomob
- Tus kho puas siab puas ntsws
- Tus kws khomob tshwjxeeb
- Tus tu yus thaum tsis taus
- Cov saib kev nrhiav neeg tu hauv tsev thaum tsis taus
- Tsev khomob loj
- Tus kws tshuaj

Qhov paub tias Health Advantage lees txais koj cov saib sab kev noj qab haus huv lawm yuav ua rau koj qabsiab nkag ua tswvcuab! Thaum thawj ob (2) lub hlis uas nkag ua tswvcuab, Health Advantage yuav them tej nqi rau txhua tus pab kev khomob uas koj ntsib txawm tias lawv tsis tau los zwm los xij. Health Advantage mam rau siab ua haujlwm seb puas cog tau lus nrog cov saib sab kev noj qab haus huv uas koj nyiam.

Hu rau tus Enrollment Specialist hauv 1-800-291-2004. Lawv yuav pab qhia koj seb koj cov saib sab kev noj qab haus huv puas tau zwm rau hauv Health Advantage.



Yuav zoo li cas tomqab kuv nkag ua tswvcuab rau hauv Health Advantage lawm?

Koj yuav tau txais cov ntaub ntawv nkag ua tswvcuab uas yuav qhia ntau yam ntxiv. Cov ntaub ntawv no yuav qhia cov npe kws khomob, tsev khomob loj, thiab tsev tshuaj mob uas zwm rau hauv Health Advantage. Nws yuav piav ntxiv txog tej kev pabcuam uas Health Advantage muaj. Hu rau Health Advantage kom:

- ✓ Paub cov kws khomob thiab cov tsev tshuaj mob uas koj siv tau.
- ✓ Xaiv lossis pauv koj thawj tus kws kho mob.
- ✓ Teem caij mus ntsib koj tus Health Care Coordinator.
- ✓ Qhia paub yog koj muaj mob ti tes ti taw thiab xav tau kev pabcuam tam sid.

Yog koj tsis txaussiab rau tej kev pabcuam, cov kws khomob, tsev khomob, lossis tsev tshuaj mob uas Health Advantage muaj, hu tus Enrollment Specialist hauv 1-800-291-2002. Tus Enrollment Specialist yuav pab koj seb yuav ua li cas rau kauj ruam tom ntej.

Kuv tawm hauv Health Advantage thiab rov qab mus rau Medicaid xwb puas tau?

Koj muaj li (6) lub lis piam txiatxim siab xaiv seb yuav nyob rau ntawm Medicaid them raws-li-siv (fee-for-service) los puas nyob rau ntawm managed care (Heath Advantage). Yog koj tsis xaiv qhov twg li, koj yuav



raug muab nyob rau hauv Health Advantage. Tomqab koj nyob rau hauv Health Advantage lawm, koj yuav muaj li 90 hnub ntxiv uas koj yuav tawm tsis ua tswvcuab los tau. Dhau ntawm 90 hnub no lawm, yog koj tsis xaiv rov mus nyob rau hauv Medicaid them raws-li-siv, koj yuav tau nyob twj ywm hauv Health Advantage mus li 9 lub hlis.

Tomqab koj ua tswvcuab puv ib lub xyoos (12 lub hlis) lawm, koj muaj cai rov mus rau hauv Medicaid txhua lub sij hawm.

Yog koj xav rov mus rau hauv Medicaid, hu rau tus **Enrollment Specialist** hauv **1-800-291-2002**. Tus Enrollment Specialist yuav qhia seb Medicaid yuav rov pib thaum twg rau koj.

Hu Nug Xov

Puas xav tau kev pab? Hu tus Enrollment Specialist hauv 1-800-291-2002! Tus Enrollment Specialist yuav:

- Nrhiav seb koj tus kws khomob, tsev khomob, lossis tsev tshuaj mob puas zwm rau hauv Health Advantage.
- Hu xov tooj mus pab koj nkag ua tswvcuab.
- Teb koj tej lus nug txog seb Health Advantage ua hauj lwm li cas.



Yuav yuav nkag ua tswvcuab rau hauv Health Advantage li cas?

-  Koj teb daim ntawv nkag ua tswvcuab xa nrog cov ntaub ntawv uas xa tuaj rau koj lawm thiab muab xa rov qab rau qhov chaw nyob hauv daim ntawv.
-  Koj hu tau rau tus Enrollment Specialist hauv 1-800-291-2002 thiab nkag ua tswvcuab thaum tseem tham hauv xovtooj los tau.
-  Koj mus ntsib tus Enrollment Specialist tim ntsej tim muag los tau. Hu 1-800-291-2002 yog xav paub ntxiv.

Koj Kuj Muaj Cai!

Ua ib tus tswvcuab rau hauv Wisconsin Medicaid Supplemental Security Income (SSI) Managed Care Program – Dane County, koj muaj ib cov cai tseemceeb li no:

- Koj muaj cai paub txog Health Advantage seb lawv ua hauj lwm zooli cas.
- Koj muaj cai nug thiab mus ua ntawv tsis txaussiab thiab tso lus foob tau.
- Koj muaj cai kom raug saib sib luag.

Kev Pab Rau Cov Neeg Pab Tsis Tau Tuskheej

Cov neeg uas pab tsis tau tuskheej los yeej muaj cai tau txais kev pab. Cov saib sab kev noj qab haus huv zwm rau hauv Health Advantage yuav tsum pab cov neeg uas pab tsis tau tuskheej. Txojcai Americans with Disabilities Act (ADA) lav ntxhias cov cai no. Qhov no txhais tau tias cov



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chav tsev tshuaj mob thiab cov tsev khomob yuav tsum nkag thiab tawm tau ywjyim. Koj tug Health Care Coordinator yuav pab kom cov chav tsev tshuaj mob thiab cov tsev khomob yoojyim rau koj.

Kev Pab Rau Cov Neeg Lag Ntseg lossis Tsis Hnov Lus Zoo

Cov saib sab kev noj qab haus huv zwm rau hauv Health Advantage yuav tsum nrhiav neeg txhais lus rau cov lag ntseg thiab cov tsis hnov lus zoo.

Kev Pab Rau Cov Neeg Hais Lwm Hom Lus

Cov saib sab kev noj qab haus huv zwm rau hauv Health Advantage yuav tsum nrhiav neeg txhais lus rau cov neeg uas hais lwm hom lus.

Kev Pab Rau Cov Neeg Digmuag lossis Tsis Pomkev Zoo

Yog koj digmuag lossis tsis pomkev zoo, koj mus muab Health Advantage phau ntawv tswvcuab thiab Iwmyam xwm qhia rau cov neeg digmuag twm (Braille) lossis ua suab (audiotape) mloog.

Koj Los Yuav Tsum Muaj Teg Num Thiab

Yuav kom tau txais kev pabcuam khomob zoo, koj yuav tau:

- Qhia cov kws khomob thiab cov tu neeg mob seb koj xav li cas.
- Mus khomob thaum koj muaj mob.
- Ua raws li txoj kev khomob uas npaj tseg rau koj xws li noj tshuaj raws li kws tshuaj tau qhia.
- Ua raws li Health Advantage cov cai qhia txog kev pabcuam kho mob nkeeg.



- Mus raws li cov caijnyooog uas koj tau teem tseg lawm.
- Nrog koj tug kws khomob thiab tug Health Advantage Coordinator tham.
- Qhia rau Health Advantage seb koj xav li cas sub lawv thiaj paub pab nrhiav tej kev khomob zoo rau koj.

Yog Koj Muaj Teebmeem lossis Muaj Lus Nug

Yog koj muaj lus nug lossis teebmeeb txog koj tug kws khomob, cov kev pabcuam kho mob uas koj tau txais, lossis Health Advantage, peb xav kom koj paub tias yuav ua li cas ntxiv. Muaj cov neeg uas yuav pab koj nrhiav cov kev pab cuam noj qab haus huv uas koj xav tau. Nws muaj ntau txoj kev los pab daws teebmeem thiab teb tej lus nug koj muaj. Ntawm no yog ib cov pivtxwv txog teebmeem thiab lus nug uas tej zaum koj muaj:

- Raug tsis lees pab thiab teem tsis tau caij mus khomob.
- Ntsib tsis tau tus kws khomob lossis tus kws khomob tshwjxeeb.
- Nrhiav tsis tau tus paub hais koj hom lus.
- Tsis txaussiab rau cov saib sab kev noj qab haus huv tej cwjpwm.
- Tsis tau kev pabcuam thaum hu rau Health Advantage tug xovtooj dawb 1-(888) 459-5255.
- Raug txwv tsis pub siv tej kboom khomob uas tsimnyog lossis tsis pub txais lwm yam kev pabcuam.
- Tau txais daim nqi uas Health Advantage yog tus them.

Yog tej lus nug lossis tej teebmeem no raug rau koj, koj muaj peevxwm pab kho kom zoo dua qub. Saib seb **Yuav Hu rau Leejtwg Pab** hauv cov nploog ntawv tom ntej no.





Yuav Hu Rau Leejtwg Pab

Yog koj xav tau kev pab nkag ua tswvcuab rau hauv Health Advantage hu rau:

Enrollment Specialist

[Suab/TDD/TTY] 1-800-291-2002

Yog koj muaj lus nug txog tias Health Advantage pab tau dabtsi, hu rau lawv cov Member Services:

(608) 242-8335
(888) 459-5255

Yog koj muaj teebmeem txog kev txais kev pabcuam thaum koj twb nkag ua tswvcuab rau hauv Health Advantage lawm hu rau tus Health Advantage **Advocate**:

(608) 242-8335
(888) 459-5255

Yog koj tsis txaussiab rau lossis xav tso xov foob Health Advantage hu rau:

Medicaid Managed Care Ombudsman
(800) 760-0001

Yog koj daim ntawv Wisconsin Medicaid Forward ploj lawm hu rau:

Recipient Services
(800) 362-3002



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Yuav Hu Rau Leejtwg Pab, txuas ntxiv

Yog koj xav tau kev pabcuam txog kev tsimnyog rau Medicaid hu rau:

Dane County Economic Support

(608) 242-7400

Social Security Administration

(800) 772-1213



Hu Rau Tus Enrollment Specialist Hnub No! [Suab/TDD/TTY] (800) 291-2002

Ntu ntawv hauv qab no yuav pab koj txiavtxim siab seb puas tsimnyog koj nkag ua tswvcuab rau hauv Health Advantage thiab cia lawv pab koj tej kev noj qab haus huv.

Cov xwm txog Health Advantage no tej zaum kuj yuav hloov lawm txijli thaum cov ntawv no raug luam tawm. Hu rau (800) 291-2002 txog cov xwm uas tseem tshiab tshiab.



Cov nqe lus hauv qab no yuav pab koj txiavtxim siab seb puas tsimnyog koj nkag ua tswvcuab rau hauv Health Advantage thiab cia lawv pab koj tej kev noj qab haus huv.

Muaj coob tus tibneeg nyob hauv Dane County uas tau txais Medicaid thiab Supplemental Security Income (SSI) los yog SSI-related Medicaid yog vim lawv pab tsis tau tuskheej raws li Disability Determination Bureau tau ntsuam ntawd muaj feem koom rau hauv Health Advantage.

Ntu ntawv no piav txog cov kev pabcuam rau kev noj qab haus huv uas Health Advantage muaj. Thov twm cov xwm no kom zoo zoo ua ntej koj yuav nkag ua tswvcuab. Thaum koj nkag ua tswvcuab rau hauv Health Advantage lawm koj yuav tsum txais kev pabcuam txog kev noj qab haus huv los ntawm lawv cov saib sab kev noj qab haus huv lawm xwb. Siv sijhawm los teb cov lus nug no uantej koj yuav nkag ua tswvcuab rau hauv Health Advantage:

- Koj thawj tus kws khomob (primary doctor), cov kws khomob tshwjxeeb, thiab lub tsev tshuaj mob puas zwm rau hauv Health Advantage?
- Koj tug kws kho hniav, tshuaj qhovmuag, thiab tug kws kho puas siab puas ntsws puas zwm rau hauv Health Advantage?
- Lub tsev khomob loj thiab lub chaw muab tshuaj uas koj nyiam siv puas zwm rau hauv Health Advantage?
- Health Advantage puas muaj kev pabcuam tshwjxeeb uas koj xav tau?



- Cov kws khomob, tsev tshuaj mob, thiab lwm tus saib sab kev noj qab haus huv uas zwm rau hauv Health Advantage qhib lub caij twg xwb? Lawv puas qhib rau yav tsausntuj thiab?
- Koj puas muaj lwm yam kev povfwm mobnkeeg, xws li Medicare lossis kev povfwm mobnkeeg los ntawm koj tug txijnkawm? Yog tias koj muaj lwm yam kev povfwm mobnkeeg, koj yuav tau mus txais kev pabcuam los ntawm cov saib sab kev noj qab haus huv uas txais yuav koj yam kev povfwm mobnkeeg thiab Health Advantage xwb. Tus Enrollment Specialist yuav qhia tau rau koj tias ua li cas koj thiaj siv tau ob yam kev povfwm mobnkeeg uake.

Hu Rau Tus Enrollment Specialist Hauv (800) 291-2002

[Suab/TDD/TTY] yog koj xav tau kev pabcuam lossis muaj lus nug. Tus Enrollment Specialist yeej ua haujlwm hnub ib (Monday) txog hnub tsib (Friday), 7 teev sawvntxov txog 6 teev tsausntuj thiab pab nrhiav kev pabcuam txhais lus rau cov uas xav tau. Tus Enrollment Specialist yuav qhia tau rau koj tias koj cov kws khomob puas zwm rau hauv Health Advantage. Tus Enrollment Specialist pab tau koj nkag ua tswvcuab rau hauv Health Advantage thaum tham hauv xovtooj lossis pab koj ua daim Enrollment Form.





Health Advantage, Inc.

Health Advantage yog ib lub koomhaum health maintenance organization (HMO) thiab yuav koomtes nrog Community Living Alliance thiab Mental Health Center of Dane County muab kev pabcuam. Peb coglus yuav pab txog kev noj qab haus huv rau koj kom zoo li zoo tau nrog rau lwm yam kev pabcuam nyob hauv zejzos uas koj tau txais. Peb yuav fwm tej koj saib rau nqi, kev ntseeg, thiab yuav koomtes nrog koj muab kev pabcuam kom zoo li zoo tau. Peb paub tias tibneeg kev ntshaw yeej tsis sibthooj, yog li peb thiaj sibkoomtes ua haujlwm coj cov saib sab kev noj qab haus huv los kom coob li coob tau pub rau koj xaiv.



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Kuv yuav mus nrhiav kev pabcuam qhovtwg?

Cov Saib Kev Noj Qab Haus Huv Loj	
Hospitals and Emergency Care Meriter Hospital St. Marys Hospital Stoughton Hospital University of Wisconsin Hospital	Mental Health and Substance Abuse Mental Health Center nyob rau Dane County lig kev pabcuam txog kev kho puas siab puas ntsws thiab quav dej quav cawv quav yeeb quav tshuaj. Yog xav paub tagnrho cov pab txog sab puas siab puas ntsws, quav dej quav cawv quav yeeb quav tshuaj, thov hu rau Health Advantage hauv 608-242-8335 thiab (888) 459-5255.
Physicians and Clinics Dean Health System UW Health Physicians	Dental Dental Health Associates Center for Oral & Maxillofacial Surgery Madison Community Health Center
Specialty Providers Dean Health System UW Health Physicians Yog xav paub tagnrho cov tsev tshuaj mob, thov hu rau Health Advantage hauv 608-242-8335 thiab (888) 459-5255.	

General Information

Member Services: (608) 242-8335
(888) 459-5255

TTY/TDD: (888) 459-5255

Member Advocate: (608) 242-8583

Web Site: www.clanet.org www.mhcdc.org
Rau Community Living Alliance Rau Mental Health Center
of Dane County



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Cov chaw yuav muab tshuaj rau kuv nyob twg?

Koj mus nqa tau tshuaj noj hauv yuav luag txhua lub tsev muag tshuaj. Health Advantage ua haujlwm nrog ib tus saib tshuaj noj hu ua PharmaStar uas coglus nrog cov tsev muag tshuaj feem ntau nyob hauv Dane County. Yog koj xav paub seb koj lub tsev muag tshuaj puas zwm rau hauv Health Advantage, hu rau koj tug kws tshuaj lossis Member Services hauv (608) 242-8335, lossis (888) 459-5255.

Lwm yam kev pab tshwjxeeb rau kuv muaj dabtsi thiab?

- Tau kev pabcuam 24 teev rau ib hnub twg, txhua txhua hnub hauv ib lub xyoos.
- Tsis muaj tus nqi pab them (co-payment) rau cov tshuaj noj thiab lwm yam kev pabcuam tsimnyog uas muaj nyob hauv kev pab.
- Tsheb thauj mus khomob thiab rov los dawb.
- Lub Mental Health Center hauv Dane County leg kev pabcuam rau kev kho puas siab puas ntsws tsis hais Community Support Program thiab kev pabcuam los ntawm Targeted Case Management.
- Muaj kev kho hniav zoo.
- Kuaj kev kawm txog kev noj qab haus huv. Peb muaj rooj cobqhia pab koj kom koj paub txog koj kev noj qab haus huv thiab yuav ua li cas thiaj tsis muaj mob.

Txojcai zwm ua tswvcuab twg uas kuv yuav tsum tau coj?

- Thaum koj los nkag ua tswvcuab rau hauv Health Advantage lawm, tus Care Coordinator yuav hu xovtooj tuaj nrog koj tham thiab yuav npaj ib txoj kev pab rau koj. Peb xav kom cov tswvcuab nrog tus Care Coordinator tham thiab qhia lawv tej kev xav yuav xav tau thiab tej yam lawv nyiam txog kev pabcuam rau nws.
- Peb xav kom koj muaj thawj tus kws khomob thiab yuav pab koj nrhiav ib tug yog tias koj tseem tsis tau muaj.
- Health Advantage muaj ib daim ntawv qhia txog cov tshuaj uas nyiam siv.
- Tejzaum koj yuav tsum tau ntawv xa uantej koj mus nhriav lwm yam kev pabcuam tshwjxeeb.



- Koj yuav tsum siv cov saib sab kev noj qab haus huv uas zwm rau peb xwb. Thawj thawj ob lub hlis thaum koj nkag ua tswvcuab, Health Advantage yuav them koj tej nqi khomob rau txhua tus khomob uas koj ntsib txawm tias lawv tsis tau los zwm rau kev koomtes no los xij. Peb yuav rau siab ua haujlwm kom muaj ntaub ntawv cog lus nrog cov chaw ua hauj lwm pab kev noj qab haus huv uas koj nyiam.



Koj Cov Saib Sab Kev Noj Qab Haus Huv

Sau cov npe saib sab kev noj qab haus huv thiab lawv cov xovtooj cia.

Npe	Xovtooj
PCP/Primary Doctor (Tus Thawj Khomob)	
Dentist (Kws kho hniav)	
Durable Medical Equipment Provider (DME) (Cov pab tej khoom siv khomob)	
Home Health Care Provider (Cov nrhiav neeg tuaj tus hauv tsev thaum tsis tau)	
Hospital (Tsev khomob loj)	
Pharmacy (Tsev muab tshuaj)	
Personal Care Provider (Cov saib kev tu tuskheej thaum tsis tau)	
Specialist (Kws khomob tshwjxeeb)	
Specialist (Kws khomob tshwjxeeb)	
Specialist (Kws khomob tshwjxeeb)	

Lwm cov saib sab kev noj qab haus huv:



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Department of Health and Family Services
Division of Health Care Financing
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